

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6015192	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED 06/15/2016
NAME OF PROVIDER OR SUPPLIER BROOKDALE HOFFMAN ESTS GOLF RD		STREET ADDRESS, CITY, STATE, ZIP CODE 2150 WEST GOLF ROAD HOFFMAN ESTATES, IL 60194		
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
S 000	Initial Comments Annual Licensure Survey Complaint Investigation 1595400/IL80524-No deficiency Incident Report Investigation to Incident of 10/08/2015 /IL80740-No deficiency	S 000		
S9999	Final Observations Statement of Licensure Violations Section 330.710 Resident Care Policies c) The written policies shall include, but are not limited to, the following provisions: 3) A policy to identify, assess, and develop strategies to control risk of injury to residents and nurses and other health care workers associated with the lifting, transferring, repositioning, or movement of a resident. The policy shall establish a process that, at a minimum, includes all of the following: A) Analysis of the risk of injury to residents and nurses and other health care workers, taking into account the resident handling needs of the resident populations served by the facility and the physical environment in which the resident handling and movement occurs. B) Education of nurses in the identification, assessment, and control of risks of injury to residents and nurses and other health care workers during resident handling. C) Evaluation of alternative ways to reduce risks associated with resident handling, including evaluation of equipment and the environment. D) Restriction, to the extent feasible with existing equipment and aids, of manual resident handling or movement of all or most of a resident's weight, except for emergency, life-threatening, or	S9999		

Attachment A
Statement of Licensure Violations

Illinois Department of Public Health

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X8) DATE

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S9999	Continued From page 1 otherwise exceptional circumstances. F) Development of strategies to control risk of injury to residents and nurses and other health care workers associated with the lifting, transferring, repositioning, or movement of a resident. This requirement is not met as evidenced by: Based on observation, interview and record review the facility failed to follow their policies to ensure safe transfers of residents while toileting and while transferring from bed to a wheelchair. This applies to 3 of 7 residents (R103, R104, R107) reviewed for Resident transfer assistance in the sample of 8 and 4 residents (R114, R115, R116 and R132) in the supplemental sample. The findings include: 1) According to the June 2016 POS (Physician Order Sheet) R132 has diagnoses including Parkinson's Disease, dementia with behavior, muscle weakness and gait abnormalities. The Physician/Healthcare Provider Plan of Care dated March 16, 2016 shows R132 needs extensive assistance for toileting, transferring and personal hygiene and has difficulty following cues with severely impaired cognition. A Physical Therapy Progress Note dated March 15, 2016 shows R132 requires physical assist to accomplish transfers and frequently extensive instruction. The Nurse's Notes dated May 19, 2016 shows R132 was being assisted during a transfer with 2 caregivers and needed to be lowered to the floor when resident started yelling. On June 13, 2016 at 3:40pm E12 (RA - Resident Assistant) and E13 (RA) were assisting R132 from the wheelchair to the toilet. The front of	S9999			

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S9999	Continued From page 2 R132's pants were visibly wet in the crotch and front area when R132 was wheeled into the bathroom in front of the wall grab bar and instructed to hold onto the grab bar. Without locking the wheels of the wheelchair or applying a gait belt, E12 and E13 proceeded to lift R132 to a standing position by pulling R132 up by the waistband of her pants and then pushed the wheelchair out of the way. Once R132 was in a standing position E12 and E13 alternated pulling R132's pants down while the other was pushing on R132's lower back and buttocks to keep R132 in a standing position. R132 would yell out "Don't grab me there! Who told you to do this?" while trying to sit back down. On June 14, 2016 at 12:55pm E2 DON (Director of Nursing) stated R132 should have a gait belt used during resident transfers. 2) According to the June 2016 POS and the Hospice Care Plan R107 had diagnoses including difficulty walking, history of hip fracture, dementia with behavior, muscle weakness, cerebrovascular disease and hypertension. The Personal Service Plan dated March 16, 2016 shows R107 requires physical assistance related to the inability to stand independently during dressing or grooming tasks; needs one person assist with transfers from the wheelchair to the toilet and back; and R107 is unable to stand unassisted. The resident Monthly Summary shows R107 was totally dependent on staff for transfers between surfaces and used a wheelchair. On June 14, 2016 at 10:00am R107 was noted to have a right leg contracture. E14 RA said R107's right leg was contracted and R107 was unable to bear weight on it. E14 assisted R107 from the bed to a wheelchair by doing a pivot stand while	S9999			

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S9999	Continued From page 3 holding R107's shirt around the waist. E14 said the facility told her to use any resident clothing during a resident transfer from the bed to a wheelchair or back. E14 stated the facility does have and use gait belts but hospice had told them not to use a gait belt with R107. The hospice Team Care Plan dated May 27, 2016 shows R107 had fall precautions and needed one to two person assistance with transfers. Nothing was found in the care plan regarding the use or non-use of a gait belt. 3). On June 13, 2016 at 1:45 PM, E7 (RA-Resident Assistant) and E8 (RA) used a sit-to-stand mechanical lift to assist in providing incontinence care to R103 in her room. E7 and E8 placed R103's hands on the mechanical lift device and put a sling behind R103 and under her armpits. The sling had a fastening device to be fastened around the resident's waist. E7 and E8 did not fasten the device before raising her off the wheelchair. While R103 was suspended from the mechanical lift device, E7 and E8 removed R103's incontinence brief and provided incontinence care. E8 said R103 is unable to stand on her own. She cannot transfer without the use of a mechanical lift." R103's POS (physician order sheet) dated June 1-30, 2016 shows R103's diagnoses include depression, history of aspiration pneumonia, and dementia and shows an order for a "sit and stand equipment" dated September 23, 2015. R103's Personal Service Plan dated March 1, 2016 shows: R103 requires physical assistance related to the inability to stand independently during dressing or grooming tasks. R103 is incontinent of both bowel and bladder; needs	S9999			

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S9999	Continued From page 4 assist with incontinence to maintain personal hygiene. The Resident Monthly Summary dated May 17, 2016 shows R103 is totally dependent for bed mobility, transfers, dressing, toilet use, bathing and is always incontinent of bladder and bowel. 4). On June 13, 2016 at 1:25 PM, E9 (RA) provided incontinence care to R104 in her room. E9 lifted R104 from the wheelchair by grabbing the waistband of her pants and pivoted her to the toilet while R104 held the grab bar in the bathroom. After providing incontinence care, E9 said R104 is totally dependent on staff to dress, toilet herself, or transfer herself for the past 3 or 4 months. R104's POS dated June 1-30, 2016 shows multiple diagnoses including lumbar spinal stenosis and dementia with behavioral disturbance. R104's Monthly Resident Summary dated June 5, 2016 shows R104 is totally dependent on staff for dressing, toilet use, bathing and is always incontinent of bladder and frequently incontinent of bowel. 5.) On June 14, 2016 at 11:05 AM, E9 (RA) and E10 (RA) provided incontinence care to R114 in her room. E9 and E10 lifted R114 by the waistband of her pants and transferred her from the wheelchair to the toilet. The incontinence brief was removed and perineal care was provided by E10. E9 said R114 is unable to dress herself, toilet herself and requires two people for all transfers. The Monthly Resident Summary dated April 11,	S9999		

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S9999	Continued From page 5 2016 shows R114 has a diagnosis of dementia and is totally dependent on staff for transferring, dressing, toilet use and bathing. R114's Personal Service Plan dated March 21, 2016 shows R114 requires physical assistance related to the inability to stand independently during dressing or grooming tasks, and incontinence care of bowel and bladder. 6). On June 14, 2016 at 11:17 AM, E10 (RA) and E9 (RA) provided incontinence care to R115. E9 and E10 lifted R115 by the waistband of her pants and transferred her from the wheelchair to her bed. E10 said R115 is unable to dress or toilet herself and requires the assistance of two staff members for transfers. R115's POS dated June 1-30, 2016 shows multiple diagnoses for R115 including dementia. R115's Personal Service Plan shows R115 requires physical assistance related to the inability to stand independently during bathroom tasks, and is incontinent of bladder. R115's Monthly Resident Summary dated May 9, 2016 shows R115 is totally dependent on staff for bed mobility, transferring, dressing, toilet use and is always incontinent of bowel and bladder. 7). On June 14, 2016 at 10:30 AM, E10 and E11 provided incontinence care to R116 while she was laying in bed. After completing the incontinence care, E10 and E11 transferred R116 from the bed to the wheelchair by holding the waistband of her pants and lifting her from the bed to the wheelchair. E10 said R116 is unable to transfer without the assistance of two people.		S9999		

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S9999	Continued From page 6 R116's Personal Service Plan dated March 21, 2016 shows R116 needs 2-person transfer from bed to wheelchair and toilet. R116's Monthly Resident Summary dated April 13, 2016 shows R116 has a diagnosis of dementia and is totally dependent on staff for bed mobility, transfers, dressing, toilet use, bathing and is frequently incontinent of bladder and bowel. The facility's Transfer a Resident-Gait/Walking Belts policy dated December 2007 includes: "A Transfer Belt should be used to ensure the safety of the resident and the associate who is assisting during the transfer." The facility's Complete a One-Person Transfer and Complete a Two-Person Transfer policies dated December 2007 include: "Place the belt around the resident's waist and fit it snugly but comfortably fastening at the center front...Grasp the belt on both sides from underneath or side handles. Using a back and forth rocking motion, pull to stand on the count of three. Use your knees and thigh muscles to stand erect." Section 330.1160 Vaccinations a) A facility shall annually administer or arrange for a vaccination against influenza to each resident, in accordance with the recommendations of the Advisory Committee on Immunization Practices of the Centers for Disease Control and Prevention that are most recent to the time of vaccination, unless the vaccination is medically contraindicated or the resident has refused the vaccine. Influenza vaccinations for all residents age 65 and over shall be completed by November 30 of each year	S9999			

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S9999	Continued From page 7 or as soon as practicable if vaccine supplies are not available before November 1. Residents admitted after November 30, during the flu season, and until February 1 shall, as medically appropriate, receive an influenza vaccination prior to or upon admission or as soon as practicable if vaccine supplies are not available at the time of the admission, unless the vaccine is medically contraindicated or the resident has refused the vaccine. (Section 2-213 of the Act) b) A facility shall document in the resident's medical record that an annual vaccination against influenza was administered, refused or medically contraindicated. (Section 2-213 of the Act) c) A facility shall provide or arrange for administration of a pneumococcal vaccination to each resident in accordance with the recommendations of the Advisory Committee on Immunization Practices of the Centers for Disease Control and Prevention, who has not received this immunization prior to or upon admission to the facility unless the resident refuses the offer for vaccination or the vaccination is medically contraindicated. (Section 2-213 of the Act) d) A facility shall document in each resident's medical record that a vaccination against pneumococcal pneumonia was offered and administered, refused, or medically contraindicated. (Section 2-213 of the Act) This requirement is not met as evidenced by: Based on interview and record review the facility failed to provide influenza and pneumococcal immunizations for residents in the facility. This applies to 5 of 6 residents (R102, R103, R104, R105 and R107) reviewed for immunizations in the sample of 8.	S9999			

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S9999	Continued From page 8 The findings include: 1) R102 was admitted to the facility on January 13, 2014. No documentation regarding administration of the influenza vaccine for the 2015 Flu season was found in the resident's medical record. No documentation regarding the administration date of the pneumococcal vaccine or if the vaccine was offered to R102. 2) R103 was admitted to the facility on January 3, 2013. E2 DON stated R103 was on hospice in October 2015 when an outside provider came to administer the flu shots so it was not offered to R103. No documentation regarding the administration date of the pneumococcal vaccine or if the vaccine was offered to R103. 3) R104 was admitted to the facility on October 23, 2015. No documentation regarding administration of the influenza vaccine for the 2015 Flu season was found in the resident's medical record. 4) R105 was admitted to the facility on January 23, 2016. No documentation regarding administration of the influenza vaccine for the 2015 Flu season was found in the resident's medical record. No documentation regarding the administration date of the pneumococcal vaccine or if the vaccine was offered to R105. 5) R107 was admitted to the facility on June 26, 2014. E2 DON stated R107 was on hospice in October 2015 when an outside provider came to administer the flu shots so it was not offered to R107. No documentation regarding the administration date of the pneumococcal vaccine or if the vaccine was offered to R107. On June 14, 2016 at 4:33pm E2 DON stated R107's	S9999			

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S9999	Continued From page 9 condition had improved and was taken off of hospice on June 13, 2016. On June 14, 2016 E15 (District Director of Clinical Services) stated the facility doesn't offer the pneumococcal vaccine. On June 14, 2016 at 4:33pm E2 DON stated an outside company comes in only one time per year to do the influenza vaccines and it was in October 2015 for the past season. The facility's Vaccines-Influenza policy dated April 1, 2008 includes: "The community should provide or assist residents in obtaining an annual influenza vaccine. Pneumovax should also be provided or assistance provided toward receiving the vaccine. Family members are permitted to take the resident out of the community to receive the vaccination and are required to bring back the appropriate documentation from the provider." The National Hospice and Palliative Care Organization website shows "While many hospice patients are immunocompromised to a degree, they may still mount some response to the vaccination and have a life expectancy such that they would benefit." The Centers for Disease Control and Prevention website shows "Vaccination of high risk persons is especially important to decrease their risk of severe flu illness." The website identifies high risk persons including residents in nursing homes and other long-term care facilities. Section 330.720 b) Admission and Discharge Policies - No resident determined by professional evaluation to be in need of nursing care shall be admitted to or kept in a sheltered care facility. Neither shall any such resident be kept in a distinct part designated and classified for sheltered care.	S9999			

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S9999	Continued From page 10 This Requirement is not met as evidenced by: Based on observation, interview and record review, the facility failed to follow their policy for admission/discharge criteria and residency agreement by continuing to house residents in the sheltered care area who had been assessed by the facility to require a higher level of nursing care. This applies to 3 of 7 residents (R103, R104, R107) reviewed for ADLs (activities of daily living) in the sample of 8 and 5 residents (R114-R117, R132) in the supplemental sample. The findings include: 1). On June 13, 2016 at 1:45 PM, E7 (RA-Resident Assistant) and E8 (RA) used a sit-to-stand mechanical lift to assist in providing incontinence care to R103 in her room. E7 and E8 placed R103's hands on the mechanical lift device and put a sling behind R103 and raised her off the wheelchair. While R103 was suspended from the mechanical lift device, E7 and E8 removed R103's incontinence brief and provided perineal care using disposable wipes. E8 said "R103 requires total care. She is unable to stand on her own. She cannot dress herself, cannot use the toilet by herself, or transfer without the use of a mechanical lift. It's almost been a year that R103 has needed the mechanical lift for transfers." R103's POS (physician order sheet) dated June 1-30, 2016 shows R103's diagnoses include depression, history of aspiration pneumonia, and dementia and shows an order for a "sit and stand equipment" dated September 23, 2015.		S9999		

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S9999	Continued From page 11 R103's Personal Service Plan dated March 1, 2016 shows: R103 requires physical assistance related to the inability to stand independently during dressing or grooming tasks. R103 needs total assist with dressing and grooming. R103 is incontinent of both bowel and bladder; needs assist with incontinence to maintain personal hygiene. Requires physical assist on evacuation and drills. The Resident Monthly Summary dated May 17, 2016 shows R103 is totally dependent for bed mobility, transfers, dressing, toilet use, bathing and is always incontinent of bladder and bowel. 2). On June 13, 2016 at 1:25 PM, E9 (RA) provided incontinence care to R104 in her room. E9 lifted R104 from the wheelchair and pivoted her to the toilet while R104 held the grab bar in the bathroom. E9 removed R104's incontinence brief and stated the brief was wet with urine. E9 handed toilet paper to R104. E9 reminded R104 to use the toilet paper to clean herself. R104 dabbed her shoes with the toilet paper, but at no time did she use the toilet paper appropriately. E9 wiped R104's perineal area with disposable wipes, placed a new incontinence brief and pants on R104 and lifted her off the toilet and placed her on the wheelchair. E9 said R104 is totally dependent on staff to dress, toilet herself, or transfer herself for the past 3 or 4 months. R104's POS dated June 1-30, 2016 shows multiple diagnoses including lumbar spinal stenosis and dementia with behavioral disturbance. Nursing documentation dated April 16, 2016 shows "R103 observed to have a major decrease	S9999			

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S9999	<p>Continued From page 12</p> <p>in her ambulation. Resident would walk in the hallways for a long time as her baseline. Resident now just helping with transfers then wants to sit down, requiring a wheelchair."</p> <p>Physician documentation dated June 2, 2016 shows "Assessment: Significant decline mentally and physically."</p> <p>R104's Personal Service Plan dated March 1, 2016 shows R104 is incontinent of bladder and needs physical assist with evacuation and drills.</p> <p>R104's Monthly Resident Summary dated June 5, 2016 shows R104 is totally dependent on staff for dressing, toilet use, bathing and is always incontinent of bladder and frequently incontinent of bowel.</p> <p>3.) On June 13, 2016 at 12:15 PM, R114 was eating lunch in the dining room. R114 had a spoon in her hand and attempted to eat the food on her plate. R114 used a motion of plate to mouth with the spoon, however, R114 was unable to get any food from the plate to her mouth. After multiple attempts, R114 was assisted by staff to eat her lunch.</p> <p>On June 14, 2016 at 11:05 AM, E9 (RA) and E10 (RA) provided incontinence care to R114 in her room. E9 and E10 lifted R114 by the waistband of her pants and transferred her from the wheelchair to the toilet. The incontinence brief was removed and perineal care was provided by E10. E9 said R114 is unable to dress herself, toilet herself and requires two people for all transfers.</p> <p>On June 14, 2016 at 12:45 PM, R114 was being fed lunch by E9 after R114 unsuccessfully</p>	S9999		

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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
S9999	Continued From page 13 attempted to feed herself. The Monthly Resident Summary dated April 11, 2016 shows R114 has a diagnosis of dementia and is totally dependent on staff for transferring, dressing, toilet use and bathing. R114's Personal Service Plan dated March 21, 2016 shows R114 requires physical assistance related to the inability to stand independently during dressing or grooming tasks, incontinence care of bowel and bladder and requires physical assist for evacuation and drills; and uses a wheelchair. 4). On June 13, 2016 at 12:05 PM, R115 was being fed lunch by E9 in the dining room. On June 14, 2016 at 12:30 PM, R115 was being fed lunch by her family member. On June 14, 2016 at 11:17 AM, E10 (RA) and E9 (RA) provided incontinence care to R115. E9 and E10 lifted R115 by the waist of her pants and transferred her from the wheelchair to her bed. E10 said R115 is unable to dress or toilet herself and requires the assistance of two staff members for transfers. R115's POS dated June 1-30, 2016 shows multiple diagnoses for R115 including dementia. R115's Personal Service Plan shows R115 eats pureed foods and requires assistance by staff, requires physical assistance related to the inability to stand independently during bathroom tasks, is incontinent of bladder and requires physical assist for evacuation and drills. R115's Monthly Resident Summary dated May 9, 2016 shows R115 is totally dependent on staff for	S9999		

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S9999	Continued From page 14 bed mobility, transferring, dressing, toilet use and is always incontinent of bowel and bladder. 5). On June 14, 2016 at 10:30 AM, E10 (RA) and E11 (LPN-Licensed Practical Nurse) provided incontinence care to R116 while she was laying in bed. E10 said R116 had a large bowel movement while outside for activities and required incontinence care. E10 and E11 provided incontinence care as well as placing clean pants on R116 without any assistance by the resident. E10 and E11 transferred R116 from the bed to the wheelchair by holding the waistband of her pants and lifting her from the bed to the wheelchair. E10 said R116 is unable to dress herself, toilet herself or transfer without the assistance of two people. R116's Personal Service Plan dated March 21, 2016 shows R116 needs total assist with dressing and grooming, requires physical assistance related to the inability to stand independently during bathroom tasks, is incontinent of both bladder and bowel, needs physical assist for evacuation and drills, and needs 2-person transfer from bed to wheelchair and toilet. R116's Monthly Resident Summary dated April 13, 2016 shows R116 has a diagnosis of dementia and is totally dependent on staff for bed mobility, transfers, dressing, toilet use, bathing and is frequently incontinent of bladder and bowel.	S9999		
	6). On June 14, 2016 at 1:00 PM, E8 (RA) and E9 (RA) transferred R117 from the wheelchair to the toilet by holding the waistband of his pants. E8 placed a new incontinence brief on R117. E9 said R117 requires the assistance of two people to transfer and is unable to dress or toilet himself.			

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S9999	Continued From page 15 R117's Personal Service Plan dated March 14, 2016 shows R117 is incontinent of bladder and bowel and requires physical assist with evacuation drills. 7) According to the June 2016 POS (Physician Order Sheet) R132 has diagnoses including Parkinson's Disease, dementia with behavior, muscle weakness and gait abnormalities. The Physician/Healthcare Provider Plan of Care dated March 16, 2016 shows R132 needs extensive assistance for toileting, transferring, bathing, and personal hygiene and has difficulty following cues with severely impaired cognition. It also shows R132 needs extensive assistance with evacuation in case of an emergency. A Physical Therapy Progress Note dated March 15, 2016 shows R132 requires physical assist to accomplish transfers and frequently needs extensive instruction. The Nurse's Notes show R132 needed assistance with activities of daily living and transfers from 3 caregivers on May 9, 2016, May 16, 2016 and June 2, 2016, . On June 13, 2016 at 3:40pm E12 RA (Resident Assistant) and E13 RA were assisting R132 from the wheelchair to the toilet. The front of R132's pants were visibly wet in the crotch and front area. E12 and E13 proceeded to lift R132 to a standing position. Once R132 was in a standing position E12 and E13 alternated pulling R132's pants down while the other was pushing on R132's lower back and buttocks to keep R132 in a standing position. R132 would yell out while trying to sit back down. On June 14, 2016 at 12:55pm E2 DON (Director of Nursing) stated R132 usually needs two person assistance and needed a gait belt used	S9999			

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S9999	<p>Continued From page 16</p> <p>during resident transfers.</p> <p>8) According to the June 2016 POS and the Hospice Care Plan R107 had diagnoses including difficulty walking, history of hip fracture, dementia with behavior, muscle weakness, cerebrovascular disease and hypertension. The Personal Service Plan dated March 16, 2016 shows R107 requires physical assistance related to the inability to stand independently during dressing or grooming tasks; needs one person assist with transfers from the wheelchair to the toilet and back; and R107 is unable to stand unassisted. The resident Monthly Summary shows R107 was totally dependent on staff for transfers between surfaces, bed mobility, dressing, toilet use, bathing, used a wheelchair, and was always incontinent of bowel and bladder.</p> <p>On June 14, 2016 at 10:00am R107 was noted to have a right leg contracture. E14 RA said R107's right leg was contracted and R107 was unable to bear weight on it. E14 assisted R107 getting dressed. R107 did not provide much assistance with her own care in dressing.</p> <p>The facility's Residency Agreement revised June 15, 2015 shows "Under no circumstances may Community accept or retain a person for residency if the person: ...3. Requires total assistance with two (2) or more activities of daily living. Total assistance means staff or another individual performs the entire activity of daily living without participation by the resident. 4. Requires the assistance of more than one paid caregiver at any given time with an activity of daily living. 5. Requires more than minimal assistance in moving to a safe area in an emergency, unless assistance is provided at all times by a private caregiver."</p>	S9999		

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S9999 Continued From page 17

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The facility's policy entitled Admission/Discharge Criteria Policy IL-3 effective June 1, 2010 shows: "Admission Criteria: ...g) Demonstrates ability to bear full weight during transfers which may include assistance of walker or cane or other approved assistive devices. Discharge Criteria: ...g) If the community determines that a resident's functional level has advanced or declined so that the resident's needs cannot be met in the community which may include any of the following: 1). Incontinence where the resident cannot or will not participate in management of the problem. 2). Immobility where the resident requires total assistance in exiting the building. 3). Any ongoing condition requiring a two-person transfer and/or mechanical lift device."

Section 330.790 Infection Control

a) Policies and procedures for investigating, controlling, and preventing infections in the facility shall be established and followed. The policies and procedures shall be consistent with and include the requirements of the Control of Communicable Diseases Code (77 Ill. Adm. Code 690) and Control of Sexually Transmissible Diseases Code (77 Ill. Adm. Code 693). Activities shall be monitored to ensure that these policies and procedures are followed.

This requirement is not met as evidenced by:

Based on observation and record review the facility failed to provide hand washing after incontinence care and during medication pass.

This applies to 1 of 7 residents (R105) reviewed for infection control and 3 residents (R132, R133 and R134) in the supplemental sample.

The findings include:

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S9999	<p>Continued From page 18</p> <p>1) On June 13, 2016 between 3:20pm and 3:35pm during medication pass, E16 LPN (Licensed Practical Nurse) did not wash her hands or use hand sanitizer before or after administering medications to R133 and R134 without first washing hands or using hand sanitizer. After administering oral medications to R133 and R134, E16 donned gloves and administered Combigan eye drops, one drop to each eye, to R105, then removed her gloves.</p> <p>2) The Physician/Healthcare Provider Plan of Care dated March 16, 2016 shows R132 needs extensive assistance for toileting, transferring and personal hygiene.</p> <p>On June 13, 2016 at 3:40pm the front of R132's pants were visibly wet in the crotch and front area. E12 RA (Resident Assistant) and E13 RA donned gloves and assisted R132 to the toilet, removed R132's soiled pants and incontinence brief and cleaned R132's legs. Without changing gloves they performed incontinence care for R132, placed a new incontinence brief and clean pants on and assisted R132 back into the wheelchair. With the same gloves, they held the hand bars of the wheelchair, placed the wheelchair in front of the sink, locked the wheels of the wheelchair and turned on and off the water by grasping the handles of the sink.</p> <p>The facility's Hand Washing policy dated June 2014 includes: "A minimum twenty second hand washing should be performed in situations including but not limited to: Before preparing or handling medications. After offering incontinence care/Foley care. After contact with blood, urine, feces, oral secretions, mucous membranes, or broken skin. After handling items potentially</p>	S9999		

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S9999	Continued From page 19 contaminated with any resident's blood, excretions, or secretions." Section 330.1155 Unnecessary, Psychotropic, and Antipsychotic Drugs a) A resident shall not be given unnecessary drugs in accordance with Section 330. Appendix E. In addition, an unnecessary drug is any drug used: 1) in an excessive dose, including in duplicative therapy; 2) for excessive duration; 3) without adequate monitoring; 4) without adequate indications for its use; or 5) in the presence of adverse consequences that indicate the drugs should be reduced or discontinued. (Section 2-106.1(a) of the Act) This requirement is not met as evidenced by: Based on observation, interview and record review, the facility failed to document behavior monitoring and non-pharmacological interventions for residents taking psychotropic medications. This applies to 2 of 3 residents (R103, R104) reviewed for psychotropic medications in the sample of 8 and 1 resident (R115) in the supplemental sample. The findings include: 1). On June 13, 2016 at 1:45 PM, E7 (RA-Resident Assistant) and E8 (RA) used a sit-to-stand mechanical lift to assist in providing incontinence care to R103 in her room. R103 was non-verbal and did not participate in any of her care. E8 said "R103 requires total care. She is unable to stand on her own. She cannot dress		S9999		

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S9999	Continued From page 20 herself, cannot use the toilet by herself, or transfer without the use of a mechanical lift." One June 14, 2016 between 8:15 AM and 11:30 AM, R103 was observed in her wheelchair during dining and activities. R103 appeared to have a flat affect and did not speak. R103's POS (physician order sheet) dated June 1-30, 2016 shows R103's diagnoses include depression, history of aspiration pneumonia, and dementia and shows an order for a "sit and stand equipment" dated September 23, 2015. Citalopram HBR (antidepressant) 20 mg. (milligrams) every morning for depression. R103's Personal Service Plan dated March 1, 2016 shows: "Family to order medication; nurse to administer and monitor for side effects of medication." The facility's Behavior Monitoring Records: Psychopharmacologic Medications for the period February 17, 2016 to present were reviewed. All forms were blank. The facility lacked documentation to show depressive symptoms were assessed during this period or any non-pharmacological interventions were provided to R103. 2). On June 13, 2016 at 1:25 PM, E9 (RA) provided incontinence care to R104 in her room. R104 did not participate in the incontinence care, and seemed cooperative. One June 14, 2016 between 8:15 AM and 11:30 AM, R104 was observed in her wheelchair during dining and activities. R104 appeared agreeable and did not exhibit any anxious episodes.	S9999			

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S9999	Continued From page 21 R104's POS dated June 1-30, 2016 shows multiple diagnoses including lumbar spinal stenosis and dementia with behavioral disturbance. The POS shows R104 takes Alprazolam 0.25 mg. twice a day for anxiety. R104's Personal Service Plan dated March 1, 2016 shows "Nurse to monitor for side effects. ...Some of the medications include the following: ... Alprazolam." The facility's Behavior Monitoring Records: Psychopharmacologic Medications for the period February 17, 2016 to present were reviewed. All forms were blank. The facility lacked documentation to show symptoms of anxiety were assessed during this period or any non-pharmacological interventions were provided to R104. 3). On June 14, 2016 at 11:17 AM, E10 (RA) and E9 (RA) provided incontinence care to R115. E9 and E10 lifted R115 by the waistband of her pants and transferred her from the wheelchair to her bed. R115 was unable to assist with her care and had a flat affect. R115's POS dated June 1-30, 2016 shows multiple diagnoses for R115 including dementia and an order for Trazadone 25 mg. every evening for depression. The order was dated December 3, 2015. R115's Personal Service Plan dated March 21, 2016 shows "Nurse to order, administer and monitor side effects of medication." The facility's Behavior Monitoring Records: Psychopharmacologic Medications for the period February 17, 2016 to present were reviewed. All	S9999			

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S9999	Continued From page 22 forms were blank. The facility lacked documentation to show symptoms of depression were assessed during this period or any non-pharmacological interventions were provided to R115. The facility lacked a policy to ensure behavior tracking and non-pharmacological interventions were in place for residents taking psychoactive medications. Section 330.3620 General Building Requirements Every existing facility shall: q) Install partitions, screens, shields, or other means to protect residents from thermal hazards such as radiators, hot water or steam pipes, baseboard heaters, therapy equipment, or other surfaces accessible to residents which may exceed a temperature of 140 degrees Fahrenheit. Any protective device shall be designed and installed so that it does not present a fire or safety hazard or adversely affect the safe operation of the equipment. This requirement is not met as evidenced by: Based on observation, interview and record review, the facility failed to ensure an electric towel heater was not accessible to ambulatory residents residing in the secured dementia unit. This applies to 14 of 22 residents (R109, R110, R112, R119-R125, R127, R128, R130, R131) in the supplemental sample residing in the secured dementia unit and identified as being able to ambulate or self-propel in a wheelchair. One June 14, 2016 between 10:30 AM and 11:30 AM, in the secured dementia unit, the daily exercise activity took place outside on the patio. The door from the patio was held open with a chair and residents who were able, could move freely from the patio to inside the facility without	S9999			

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S9999	Continued From page 23 staff assistance. No staff were present in the dining room. At 11:45 AM, E9 (RA) removed hot, damp washcloths from a towel warmer located on the counter in the dining area of the dementia unit. E9 used a tongs to remove the washcloths from the warmer and placed them in a bowl. E9 said she gives the towels to the residents to clean their hands prior to meals and that the towels were too hot for her to touch with her bare hands. E9 explained how she uses the tongs to hold the washcloths by the corner to cool them before handing them to the residents and sometimes runs them under cool water if they are still too hot. E9 said, "I have seen residents go over and open the towel heater and reach in when we aren't looking." The outside of the towel warmer was warm to the touch, the towels removed from the inside were steaming, and the inside surface was hot to the touch. The outside of the towel warmer had an on/off switch. No temperature control feature was present on the towel warmer The towel warmer operation manual shows the inside temperature ranges between 70-80 degrees centigrade (158 and 176 degrees Fahrenheit). The facility identified the following as residents residing in the secured dementia unit who can either ambulate or self-propel in a wheelchair: R109, R110, R112, R119-R125, R127, R128, R130, and R131. On June 15, 2016 at 11:17 AM, E1 (Executive Director) said she was told the towel heater was not meant to be in an area where residents have access to it. The facility lacked a policy for placement of towel heaters in resident areas.	S9999		

Section 330.3970 Hazardous Areas and

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